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**Phoenix Children's Hospital Recognizes International Translation Day 2007**

PHOENIX, Ariz. (Sept.24, 2007) – Phoenix Children's Hospital will recognize translators and interpreters during International Translation Day 2007 on Saturday, September 29 with a breakfast beginning at 8:00 a.m. The day will proceed with workshops geared toward hospital interpreters and translators. Interpreters and translators are an integral part of a hospital since one in six Americans speaks a language other than English at home.

“Our medical interpreters at Phoenix Children's Hospital and their counterparts in hospitals across the U.S. are an essential part in the delivery of quality care to patients. Research shows that the quality of language services are linked to the quality of medical care those non-English speaking patients receive,” said Irma Bustamante, Language and Cultural Services Manager.

"When patients have difficulty communicating with their health care providers, they do not receive the best care possible. They are less likely to understand their conditions or adhere to medication and disease management recommendations. The interpreters do an excellent job, which helps the family trust us and get involved in helping their child heal and recover. As a doctor, I'm grateful for the services that our hospital interpreters provide in that they enhance the quality of care that a patient receives," said Michael Teodori, M.D., medical staff section chief for the cardiothoracic surgery department at Phoenix Children's Hospital.

Last fall, Phoenix Children's Hospital was selected to participate in the Robert Wood Johnson Foundation's Speaking Together program. This is a collaborative of 10 hospitals across the country that includes two children's hospitals--Phoenix Children's and Children's Hospital in Seattle. For more than 50 years, International Translation Day has recognized and celebrated the important work of all language professionals.

**NOTE:** Following are profiles on patients and families that have benefited from the use of Phoenix Children's Hospital's interpreters and translators.

## **Karyme Soto**

Karyme Soto has gone through a lot in the short 3 years of her life. She was diagnosed with a damaged kidney at six months of age and had a kidney transplant when she was 1 and ½ years old. Unfortunately, the kidney was rejected and she is currently undergoing peritoneal dialysis. Through it all, the family has benefited from the interpreter program at Phoenix Children's. "I would wait an hour or what ever time it takes to use the interpreter services," said Karyme's mother, Yesiel. She believes it has helped her immeasurably.

The interpreters played a key role training Yesiel to care for her daughter at home. When Karyme was an infant, the family came to Phoenix Children's at least 3 times a week for dialysis. Although it was possible to do the dialysis at home, Yesiel had to be trained by clinicians and technicians in a complex 4-week training course. Because of the complexity of the training, language was a huge issue. Phoenix Children's interpreters worked with Yesiel the entire 4 weeks, relaying information when the doctors and nurses explained the intricacies of the peritoneal dialysis machine to the family. She was able to identify symptoms, signs of difficulties, technical terms and to be able to anticipate problems not only with the machine, but with her child. The training provided by JoAnn Watson, RN was interpreted by staff interpreters who were medically, culturally and technically trained. Yesiel's training gave her the confidence and preparation she needed so she could care for her daughter at home.

## **Mauricio Flores**

Mauricio Flores was diagnosed with Tetralogy of Fallot, a rare, congenital heart defect, when he was only three days old. He has always had to live a somewhat sedentary life because of his heart problems. The 15-year-old teen from Nogales, Mexico has had one previous surgery in Mexico, but came to the US for the latest procedure. He was brought to this country to have surgery by Gift of Life, an agency that helps children from third world countries who have cardiac difficulties.

Mauricio's grandmother, Francesca, says that in spite of his affliction, he's always been positive, a fighter, an avid sports fan and happiest when he's around baseball. "He loves baseball and comes by it honestly," she added. His grandfather, Gregorio Flores, was a baseball Hall of Famer and played for Los Tigres de Mexico, participating in 2119 games and twelve play-off series. He connected 1299 hits and produced 516 home runs.

Francesca believes the interpreter team was largely responsible for helping the family understand the complex surgery. She said prior to the surgery, they met with Dr. Jeffrey Pearl, a pediatric cardiothoracic surgeon at Phoenix Children's and his team. The interpreter team interpreted at the pre-surgery discussion so that the family, the surgeon, the surgical team, technicians, nurses were all in tune and correctly informed. Francesca believed that meeting was not only essential, but totally comforting.

"Dr. Pearl was wonderful," she said. "He was very knowledgeable, he completely reassured us and kept the lines of communication open between us and the staff." She added, however, that none of that would have been possible without the help of the interpreter team. Mauricio has gone through his procedure and is expected to make a full recovery and participate in all the teen activities that he enjoys.

Phoenix Children's Hospital is Arizona's leader in pediatric care and is one of the 10 largest free-standing children's hospitals in the nation. The most comprehensive array of pediatric specialists in the State practice at this one organization. The outstanding clinical expertise, as well as high patient volume, and an unwavering commitment to caring only for children, all contribute to Children's leadership position. For information about Phoenix Children's, visit the Hospital's award-winning website at [www.phoenixchildrens.com](http://www.phoenixchildrens.com).

**NOTE:** Karyme's mother, Rosario Soto will be available for media interviews on Wednesday, September 26 at 1:30 p.m.